

Band	Position	Education/Experience	Technology	Duties	Aptitude Criteria to Qualify for Position	Behavior Criteria to Achieve in Current Job; Required To Advance	Recommended Training for Current Job; Knowledge Required To Advance
4	Computer Support Technician	AAS in Computer Information Systems or Computer Science OR 2 years of computer support experience	Knowledge of Microsoft Operating Systems; Microsoft Office Applications; basic knowledge of personal computers, printers, and other computer peripherals; and principles of computer networking	This position provides software technical support, primarily over the telephone, to computer users throughout the department. Products supported include e-mail, word processing, spreadsheets, presentation graphics, operating systems, internet browsers, oracle databases, and other in-house products. The incumbent uses a general knowledge of each of these products to assist users in accomplishing tasks required by their positions. Depending on the urgency and difficulty of any particular issue, the user support technician may provide a temporary fix or engage in a dialogue designed to help the user come to a clearer understanding of the workings of a specific software package.	Passing score on technical exams	Active listening	Software and hardware training as needed
				This position also provides hardware technical support, again, primarily over the telephone, to computer users throughout the department. Depending on the nature and severity of a problem, the user support technician may troubleshoot the problem directly with the user or request that the user report the problem for further work through existing request systems. The incumbent will use logical problem solving and troubleshooting techniques to determine the cause or causes of a problem and, if possible, identify and implement a solution. Equipment supported includes PC's, Laptops, PDA's, Monitors, Mice, Keyboards, CD Drives, and video conferencing technology.	Working knowledge of PC's and operating systems	Responsiveness and follow-up	New MDT employee orientation, New User Orientation
				The position will also assist users, primarily over the telephone, with computer networking issues. The incumbent troubleshoots basic connectivity issues related to a user's inability to access network services, addresses basic security functions including resetting passwords and other access issues, and keeps departmental personal informed during network or software outages or other difficulties.	No Active Personnel Problems, Positive Performance Reviews over the past two years	Customer orientation	User Support Section manual training
				This position will also ensure that users understand and comply with all state and departmental policies regarding the use of computers and related devices. The incumbent will, as necessary, explain policy and the rationale for policy, insist that users comply with policy, and escalate refusals to comply.		Flexibility and adaptability	Video conferencing training
				The incumbent will maintain a daily record of problems resolved, including remedial actions, as well as logs of other activities such as projects or software and hardware installations or updates.		Reasonable & logical approach to solving problems	Customer support training
				This position will support and assist other technical staff within the division and department as necessary. This support may include configuring new systems for deployment, installing software, assisting network, database, or programming personnel during emergencies or other periods of work overload, delivering and setting up equipment, or assisting during classroom training.		Cooperative and shares workload	
				The incumbent will share knowledge, research results, and any other pertinent information with the customer support team, other Information Services Division technical staff, and computer users as needed.		Reliable and dependable	
				The incumbent will perform basic research tasks as assigned to assist the work unit in solving computer user problems as they arise. This research may involve reading technical documentation, internet searches, and consulting with other ISD staff.		Prioritizing, multi-tasking, balancing multiple projects	
				The incumbent will complete or assist in the completion of various projects as assigned. These projects may involve research, acquisition of data from both internal and external sources, compilation and organization of the data, and presentation of results to various levels of management.			

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5	Computer Support Specialist	BA/BS in Computer Information Systems or Computer Science plus 1 year of computer support experience OR AS in CIS/CS plus 3 years of computer support experience OR 5 years of computer support experience	Knowledge of Microsoft Operating Systems; Microsoft Office Applications; basic knowledge of personal computers, printers, and other computer peripherals; and principles of computer networking	This position provides software technical support, both over the telephone and in person, to computer users throughout the department. Products supported include e-mail, word processing, spreadsheets, presentation graphics, operating systems, internet browsers, oracle databases, and other in-house products. The incumbent uses substantial knowledge of each of these products to assist users in accomplishing tasks required by their positions. The position also assists other members of the user support team with particularly difficult, hard to duplicate, or ambiguous problems.	Passing score on technical exams	Active listening	Software and hardware training as needed
				This position also provides hardware technical support, again, both over the telephone and in person, to computer users throughout the department. Depending on the nature and severity of a problem, the user support specialist needs to decide whether to troubleshoot the problem directly with the user or request that the user report the problem for further work through existing request systems. The incumbent will use logical problem solving and troubleshooting techniques to determine the cause or causes of a problem and, if possible, identify and implement a solution. Equipment supported includes PC's, Laptops, PDA's, Monitors, Mice, Keyboards, CD Drives, and video conferencing technology. The position also assists other members of the user support team with particularly complex hardware problems which usually involve a multiplicity of possible causes and solutions.	Working knowledge of PC's and operating systems	Responsiveness and follow-up	New MDT employee orientation, New User Orientation
				The position will also assist users, both over the telephone and in person, with computer networking problems. The incumbent will use specific knowledge of MDT's complex network and network support tools to troubleshoot connectivity issues related to a user's inability to access network services, install, uninstall and update software, and set up and monitor large and small scale software updates.	Working knowledge of network devices and network signal flow	Customer orientation	User Support Section manual training
				The incumbent will assist in the development of training materials and procedures, and also assist in training users on the proper use of software. Assistance provided will include individual instruction or training on various topics including typical office software, providing classroom assistance to a primary trainer, and offering new user computer orientation.	No Active Personnel Problems, Positive Performance Reviews over the past two years	Flexibility and adaptability	Video conferencing training
				This position will also ensure that users understand and comply with all state and departmental policies regarding the use of computers and related devices. The incumbent will, as necessary, explain policy and the rationale for policy, insist that users comply with policy, and escalate refusals to comply.		Reasonable & logical approach to solving problems	Customer support training
				The incumbent will maintain a daily record of problems resolved, including remedial actions, as well as logs of other activities such as projects or software and hardware installations or updates.		Cooperative and shares workload	MDT PC Operating System training
				This position will support and assist other technical staff within the division and department as necessary. This support may include configuring new systems for deployment, installing software, assisting network, database, or programming personnel during emergencies or other periods of work overload, delivering and setting up equipment, or assisting during classroom training.		Prioritizing, multi-tasking, balancing multiple projects	Project management training
				The incumbent will share knowledge, research results, and any other pertinent information with the customer support team, other Information Services Division technical staff, and computer users as needed.			MDT IT security training
				The incumbent will perform basic research tasks as assigned to assist the work unit in solving computer user problems as they arise. This research may involve reading technical documentation, internet searches, and consulting with other ISD staff.			MDT hardware deployment training
				This position participates in the maintenance of technical documentation for the work unit. Tasks will include updating existing data as required, developing and adding procedures for new software, hardware, or networking tools and environments, and removing outdated or obsolete material.			Adult education training
				The incumbent will function as a project leader on assigned projects and as an assistant project leader on large or complex projects. These projects will involve research, acquisition of data from both internal and external sources, compilation and organization of the data, and presentation of results to various levels of management.			
				The incumbent will participate in research on selection of new software, hardware, or networking tools. The outcome of this research will be recommendations to division management on the purchase or acquisition of new products relevant to the needs of the division and the department.			
				This position also assists other ISD personnel in completing assigned projects such as software rollouts, user training, or evaluation of new software or hardware.			

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6	Computer Support Specialist	BA/BS in Computer Information Systems or Computer Science and 3 years computer support experience OR AS in CIS/CS plus 5 years of computer support experience OR 7 years of computer support experience	Knowledge of Microsoft Operating Systems; Microsoft Office Applications; basic knowledge of personal computers, printers, and other computer peripherals; and principles of computer networking	The incumbent will function as a project leader as assigned for large or complex projects including acquisition of new hardware or software and software rollouts.	Passing score on technical exams	Active listening	Software and hardware training as needed
				As a project leader, the incumbent will determine tasks necessary to complete a project, evaluate staffing requirements, develop project schedules, recommend personnel assignments, and monitor project progress. These decisions will have to be made based on available information such as expected length of tasks or technical requirements that may be unclear or ambiguous. Project plans and methods may also need to be adapted on a site by site basis to adapt to varying resources, often first discovered at the time of implementation.	Advanced knowledge of PC's and operating systems	Responsiveness and follow-up	
				Projects and research will frequently involve consideration of multiple variables, including levels of connectivity available to various departmental locations, available technical support, costs of available alternatives, and technical sophistication of staff at various sites.	Basic troubleshooting knowledge of network devices and network signal flow	Customer orientation	
				For both projects and other assignments, the incumbent will perform research requiring acquisition of data from both internal and external sources, compilation and organization of the data, resolution of conflicts in the data, ranking of the needs of various departmental constituencies, and presentation of results to various levels of management.	No Active Personnel Problems, Positive Performance Reviews over the past two years	Decision making	
				The incumbent will lead in research on selection of new software, hardware, or networking tools. This software may be required to satisfy conflicting or even divergent needs in the department. The outcome of this research will be recommendations to division management on the purchase or acquisition of new products that address the conflicting or divergent needs of the division and the department. At times, the recommendations may include the development of individualized solutions.		Leadership and mentoring	
				This position provides high level software technical support for other support personnel and for computer users throughout the department. Products supported include e-mail, word processing, spreadsheets, presentation graphics, operating systems, internet browsers, oracle databases, and other in-house products. The incumbent uses substantial knowledge of each of these products to assist other support personal in solving user problems as well as helping users accomplish tasks required by their positions.		Flexibility and adaptability	
				This position also provides hardware technical support for other support personnel and for computer users throughout the department. The incumbent will use logical problem solving and troubleshooting techniques to determine the cause or causes of a problem and, if possible, identify and implement a solution. Equipment supported includes PC's, Laptops, PDA's, Monitors, Mice, Keyboards, CD Drives, and video conferencing technology.		Reasonable & logical approach to solving problems	
				The position will also provide high level technical support for network issues for both other support personnel and for computer users throughout the department. The incumbent will use specific knowledge of MDT's complex network and network support tools to troubleshoot connectivity issues related to a user's inability to access network services, install, uninstall and update software, and set up and monitor large and small scale software updates.		Cooperative and shares workload	
				The incumbent will develop training materials and procedures, and train users on the proper use of software as well as on advanced technical features pertinent to specific tasks.		Prioritizing, multi-tasking, balancing multiple projects	
				This position will also ensure that users understand and comply with all state and departmental policies regarding the use of computers and related devices. The incumbent will, as necessary, explain policy and the rationale for policy, insist that users comply with policy, and escalate refusals to comply.			